

## DTS Enterprise Incident Report

As of 8/1/2011

### Agriculture and Food

#### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents		
	Bottom Number - First Contact Resolution		
	Low	Medium	FCR Total
Agriculture and Food	62	1	63
	57	1	58
Customer Company Total	62	1	63
	57	1	58

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	Medium	MIR Total
Agriculture and Food	62 0	1 0	63 0
Customer Company Total	62 0	1 0	63 0

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	Medium	ATTIR Total
Agriculture and Food	62 0.02	1 0.00	63 0.02
Customer Company Total	62 0.02	1 0.00	63 0.02

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#### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	Medium	MR Total
Agriculture and Food	62 0	1 0	63 0
Customer Company Total	62 0	1 0	63 0

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	Medium	ATTR Total
Agriculture and Food	62 0.03	1 0.00	63 0.03
Customer Company Total	62 0.03	1 0.00	63 0.03

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### Detail

<b>INC000000340064</b>	Thayne Mickelson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000340116</b>	Doug Pearson Help Desk	Application Brenda Treadway	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.14
<b>INC000000341149</b>	Robert Erickson Help Desk	Application Eileen Dubach	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.12 0.12
<b>INC000000341245</b>	Bill Hopkin Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000341246</b>	Bruce King Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000341259</b>	Robert Hougaard Metro D Desktop Support	Mobile Devices Jon Hager	Error Agriculture and Food	iPhone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000341264</b>	David Oberhansley Metro D Desktop Support	PC/Laptop Jon Hager	Password Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000343116</b>	Therese Aschkenase Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000343119</b>	Ron Davidson Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000343142</b>	Dave Daniels Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000343241</b>	Roger Rees Help Desk	Application Vicky Marrelli	Password Agriculture and Food	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000344468</b>	Mark Quilter Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000344511</b>	Kathleen Mathews Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000344517</b>	Robert Hougaard Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000345174</b>	Therese Aschkenase Metro D Desktop Support	Application Jon Hager	None Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000345176</b>	Kathleen Mathews Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000345183</b>	Kyle Stephens Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Novell GroupWise 32-bit Window Medium Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000346046</b>	Shelly Jensen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Access Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000346049</b>	Sherie Edginton Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None Low Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000347675</b>	Randy Jenson Rural South Desktop Support	Print/Copy/Scan/Fax Doug Thornton	Error Code Agriculture and Food	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.74 0.74
<b>INC000000347709</b>	Dave Daniels Voice Operations	Telecom Romanza Hamblin	Voice Mail Agriculture and Food	Telephone Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.25 0.50
<b>INC000000347930</b>	Val Hermansen Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000347951</b>	Cary Wise Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Utah Master Directory Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000347957</b>	Shelley R Walker Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348621</b>	Larry Lewis Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348621</b>	Larry Lewis Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348626</b>	Val Hermansen Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348632</b>	Jack Wilbur Metro D Desktop Support	Network Jon Hager	Incident Agriculture and Food	None Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348634</b>	Sara Lealos Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Acrobat Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000348635</b>	Grant Tidwell Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Windows XP Professio Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000349461</b>	Trudy Casey Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000349677</b>	Bruce King Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Utah Master Directory Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000349682</b>	Shelly Jensen Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000349684</b>	Arlene Thatcher	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000349688</b>	Bill Eccleston	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000349691</b>	Bill Eccleston	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000349698</b>	Thayne Mickelson	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350723</b>	Larry Lewis	Application	Reporting	Adobe Creative Suite 3 Design I		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350726</b>	Sara Lealos	Application	Error	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350731</b>	Amy Davidson	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350733</b>	Seth Winterton	Application	Password	Novell Client for 32-bit Windows		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350737</b>	Claudette Walcott	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350741</b>	Donald Nerdin	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000350744</b>	Bill Eccleston	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	
<b>INC000000350749</b>	Sara Lealos	Application	Error	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000351609</b>	Bill Eccleston	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000351610</b>	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000351612</b>	Bill Rigby	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000351621</b>	Kathleen Clarke	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000353356</b>	Jenifer Adams	Network	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00



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<b>INC000000353363</b>	Kathleen Clarke Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	Ipads Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000353375</b>	Mark Quilter Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000353381</b>	Pat Nelson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000353392</b>	Sherie Edginton Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000354468</b>	Jack Wilbur Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000354476</b>	Mark Martin Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000354477</b>	Anne Johnson Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Office Professional 20 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000354482</b>	Carla Johnson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000355412</b>	Mark Martin Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000355423</b>	Claudette Walcott Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000355426</b>	Larry Lewis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000355429</b>	Roberta Valdez Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
<b>INC000000355435</b>	Robert Hougaard Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00